

CLAIMS

1. (Previously Presented) A graphical user interface displayed on an agent desktop in a contact center, comprising:

a task bar, wherein the task bar includes one or more icons for identifying managed applications;

a managed application display area that displays a managed application responsive to the icon identifying the managed application being selected wherein the icon is selected according to a step in an automated workflow that guides an agent's handling of a contact, and

wherein a predetermined set of rules determines the size, placement and visibility of the at least one managed application in the managed application display area when the icon is selected according to the step of the automated workflow.

2. (Previously Presented) The graphical user interface as claimed in claim 1 further wherein the managed application identified by the selected icon is displayed in a separate window.

3. (Previously Presented) The graphical user interface as claimed in claim 1 further comprising a quick start bar, wherein the quick start bar includes one or more icons for identifying non-managed applications.

4. (Previously Presented) The graphical user interface as claimed in claim 1 further comprising a contact center control panel presenting current contact information.

5. (Previously Presented) The graphical user interface as claimed in claim 1 wherein the graphical user interface allows an agent to selectively input data into the at least one managed application displayed in the managed application display area.

6. (Previously Presented) The graphical user interface as claimed in claim 1 wherein more than one managed application is displayed concurrently in the managed application display area.

7. (Previously Presented) The graphical user interface as claimed in claim 1 wherein when the agent selects any of the one or more icons a managed application identified by the selected icon is displayed in the managed application display area.

8. (Previously Presented) A method of managing a visual space of a customer relations management application, the method comprising:

displaying a managed display having a managed application display area and a task bar, wherein the task bar includes one or more icons for identifying managed applications; and

executing an automated workflow that defines a plurality of steps for-managing a customer call, the automated workflow having at least one step corresponding to each one of the one or more icons, wherein at least one of the icons is selected according to the corresponding step of the automated workflow, and wherein a managed application identified by the selected icon is displayed in the managed application display area,

wherein a predetermined set of rules determines the size, placement and visibility of the managed application in the managed application display area when the icon identifying the managed application is selected according to the at least one step of the automated workflow.

9. (Previously Presented) The method as claimed in claim 8 further wherein the managed application identified by the selected icon is displayed in a separate window.

10. (Previously Presented) The method as claimed in claim 8 further comprising displaying a quick start bar, wherein the quick start bar includes one ore more icons for identifying non-managed applications.

11. (Previously Presented) The method as claimed in claim 8 further comprising displaying a contact center control panel presenting current contact information.

12. (Previously Presented) The method as claimed in claim 8 further comprising selectively inputting data into any one of the least one managed applications.

13. (Previously Presented) The method as claimed in claim 8 further comprising selecting any of the one or more icons thereby displaying the managed application identified by the selected one or more icons in the managed application display area.

14. (Previously Presented) In a system having a central processor, a display, a memory and an input device, a graphical user interface for displaying on an agent's desktop in a contact center, comprising:

a managed display having a task bar, wherein the task bar includes one or more icons for identifying managed applications, wherein a managed application is an application managed, at least in part, by an automated workflow; and

an automated workflow defining a plurality of steps for controlling the agent's handling of a contact and having at least one step corresponding to each one of the one or more icons, wherein one of the one or more icons is selected according to the corresponding step of the automated workflow, and a managed application identified by the selected icon is displayed in a managed application display area,

wherein a predetermined set of rules determines the size, placement and visibility of the managed application in the managed application display area when the icon identifying the managed application is selected according to the at least one step of the automated workflow.

15. (Previously Presented) The system as claimed in claim 14 further wherein the managed application identified by the selected icon is displayed in a separate window.

16. (Previously Presented) The system as claimed in claim 14 further comprising a quick start bar, wherein the quick start bar includes one or more icons identifying non-managed applications.

17. (Previously Presented) The system as claimed in claim 14 further comprising a contact center control panel presenting current contact information.

18. (Original) The system as claimed in claim 14 wherein the graphical user interface is displayed on the agent desktop having a display and an input device.

19. (Previously Presented) The system as claimed in claim 18 wherein the input device is used to selectively input data into any one of the at least one managed applications.

20. (Previously Presented) The system as claimed in claim 14 wherein when the agent selects any of the one or more icons, the managed application identified by the selected icon is displayed in the managed application display area.

21. (Previously Presented) A graphical user interface displayed on an agent desktop in a contact center, comprising:

- a quick start bar, wherein the quick start bar includes one or more icons for identifying non-managed applications;

- a contact center control panel presenting current contact information, wherein the information indicates a type of call placed by the current contact to the contact center;

- a managed display having a task bar, wherein the task bar includes one or more icons for identifying managed applications;

- managed application display area, wherein a predetermined set of rules determines the size, placement and visibility of a managed application in the managed application display area; and

- an automated workflow defining a plurality of steps for controlling an agent's handling of the current contact and having at least one step corresponding to each one of the one or more icons,

- wherein one of the one or more icons is selected according to the corresponding step of the automated workflow and the type of call indicated by the contact center control panel, and the managed application identified by the selected icon is displayed in the managed application display area, further wherein the managed application identified by the selected icon is selectively displayed in a separate window.

22. (Previously Presented) The graphical user interface as claimed in claim 21 wherein the agent desktop has a display and an input device.

23. (Previously Presented) The graphical user interface as claimed in claim 22 wherein the input device is used to selectively input data into any one of the least one managed applications.

24. (Previously Presented) The graphical user interface as claimed in claim 23 wherein when the agent selects any of the one or more icons, the managed application identified by the selected icon is displayed in the managed application display area.

25. (Previously Presented) The graphical user interface as claimed in claim 23, wherein the type of call is selected from the group consisting of: voice, e-mail, web collaboration, and chat.

26. (Previously Presented) A method for managing a graphical user interface of an agent's desktop in a contact center, the method comprising:

receiving a call at the contact center, the call having one of a plurality of media types; automatically opening one or more applications on the agent's desktop suitable for aiding the agent in handling the call depending, at least in part, upon the one media type; and automatically re-configuring the appearance of the graphical user interface as the agent follows steps of a pre-programmed call handling workflow.

27. (Previously Presented) The method of claim 26, wherein automatically re-configuring comprises automatically re-sizing one or more applications, at least in part, as a function of a number of simultaneously open applications.

28. (Previously Presented) The method of claim 27, wherein automatically re-configuring comprises automatically closing one or more applications as the agent follows the steps of the pre-programmed call handling workflow.

29. (Previously Presented) The graphical user interface as claimed in claim 26, wherein the one of the plurality of media types is selected from the group consisting of: voice, e-mail, web collaboration, and chat.